

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Monday, May 5, 2017
10:00 AM - 12:15 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Mohyeddin Abdulaziz (*Nate Marler**, proxy)
Laura Bergan*
Ron Bitterli
Jay Dennis*
Nick Felber*
Jennifer Gilbertson*
Karl Heckart, *Chair*
RJ Hurley*
Randy Kennedy
Van Le
Jayne Pendergast
Kyle Rimel
Jared Nishimoto

GUESTS

Brad Bundy, *Glendale Muni Court*
Cristina Dinchak, *Chandler Muni Court*
Justin Mayse, *Maricopa Superior Court*
Ken Dewitt, *Navajo County IT*
Alex Rodriguezcrespo, *Glendale Muni Court*

MEMBERS ABSENT

Jackie Barrett
Carlos Solano

AOC STAFF

Richard Blair, *ITD*
Stewart Bruner, *ITD*
Alex Fernandez, *ITD*
John Glowacki, *ITD*
Kat Nguyen, *ITD*
Pamela Peet, *ITD*
Lou Ponesse, *ITD*
Jeff Schrade, *ESD*

* indicates appeared via telephone

WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He welcomed members and then conducted a roll call of those present in the room and on the phone. After confirming that a quorum existed, he requested discussion or a motion regarding the minutes of the March 6th, 2016 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the March 6, 2017 TAC meeting as written. The motion passed unanimously.

UPDATE**INFRASTRUCTURE UPDATE**Lou Ponesse
Richard Blair

Jeff Schrade, Director of AOC's Education Services Division, described the transition of the Wendell bench book for judges that provides legal references and online training from an intranet website to SharePoint as of May 1. Jeff reviewed a list of improvements enabled by the move. He mentioned that all Judicial Conference materials would be digital this year. Members questioned the effectiveness of the communications to judges about the changeover as well as what provisions were being made for "lower tech" judges at the conference.

Lou Ponesse, AOC Support Services Manager, reported on the progress of moving the statewide e-mail system to Exchange in the cloud and outlined a prospective schedule for Office 2016 to roll out. Discussion focused on local slowness affecting Outlook power users in Mohave and Coconino counties. The affected users tried the web client and pronounced it unusable for the kind of work they perform in Outlook. Karl shared that Outlook 2016 may work faster and will also allow a much shorter cache period, reducing bandwidth consumption. Kyle Rimel pointed out that the web client exposes a URL that enables hourly employees to access work e-mail after hours from offsite, creating liability. In answer to a question, Lou described the approach to testing Office 2016 prior to the statewide rollout. Various members asked to be added to Lou's list of testers.

AOC's Manager of Infrastructure Operations, Richard Blair, provided statistics about the switch from McAfee to Sophos with InterceptX to protect from ransomware, targeted for completion by June 30, 2017. He also handed out a schedule for implementing Sophos on desktops and laptops county by county. Richard thanked Kyle Rimel for his help as the pilot user for Sophos on local servers.

UPDATE**SECURITY AUDIT REPORTS AND GAP ANALYSIS**Karl Heckart
Richard Blair

Karl shared a likely standard revision that the COT Cybersecurity subcommittee is proposing to change retention of files left by terminated employees from 28 days to 180 days, based on the notice of claim statute brought to light by Maricopa Superior Court. He summarized the learnings from the courts' scan results and remediation plans submitted. Karl briefly outlined the content being considered for the upcoming COT presentation on courts' cybersecurity status.

Richard mentioned that he is currently preparing to communicate another round of scan results to AJIN courts, this time providing a high level summary to leadership but all details to the technical contacts, based on takeaways from the last round of communications.

**REVIEW/
DISCUSS****COT STRATEGIC PROJECTS REVIEW**

Karl Heckart

Karl provided members with very brief status updates on various high priority projects AOC is currently involved with, including:

- The progress with implementing an automated notification system from Twilio and decisions about sending messages to long codes or short codes. The target CMS is AJACS, but APIs will be made available for other applications. Discussion focused on the scope of the federally required opt-out process. The program will operate in a uniform way statewide following agreed standards. No pilot court has been selected yet, but Karl shared his goal of incorporating the notification services into AJACS sometime this summer.
- 2FID equipment funded under a grant from ACJC must be installed before July 1 when the grant ends. A second phase of the project involves getting PCNs into court case management systems (CMSs).
- One final general jurisdiction (GJ) release to clean things up before extensive testing begins on AJACS 6.X to get all courts on the same codebase. Karl provided limited jurisdiction (LJ) AJACS CMS rollout progress to date and reiterated his intent to reduce from quarterly releases to bi-annual releases of code following the summer release.
- eFiling progress in Mohave County as May 15 approaches as well as integration activities between AZTurboCourt and eUniversa. Discussion focused on Mohave's frustration with the workaround process for e-filing proposed orders. Karl mentioned enhancements the vendor is making to the iaSmartBench product that powers eBench. He also stated his goals for the timing of the eBench rollout to the remaining GJ courts and for the testing and controlled launch of eAccess with Maricopa court data.
- JOLTSaz's resumption of its statewide rollout schedule to finish in early December followed by a clean-up release. AOC is working with Maricopa Juvenile Probation to get a near-real-time feed of their data that would make JOLTSaz a truly statewide system.
- eCitation and Online Citation Payment (pre- and post-adjudication with Xerox) that are now standard features in AJACS 6.0 for use by courts.
- Evaluation of Florida's eWarrant solution against requirements from warrant systems at DPS and Maricopa County that are already in development. He also discussed the business requirement to issue civil warrants for Dept. of Child Safety related to severance activities as a result of a Ninth Circuit Court ruling.
- Continued ERR&D activities using a rolling 30-day queue in AJACS for clerks to use in marking cases that must be prevented from automated deletion. The cycle will repeat each month going forward. Manual scripts are required in AZTEC and AJACS GJ. Juvenile records are not being deleted while a committee reviews their retention in the juvenile management system against retention in the clerk's case management systems.

UPDATE**STATEWIDE ONBASE ADMINISTRATORS' UPDATE**

Jethro Sheridan

Staff member Stewart Bruner, assisted by Jethro Sheridan, AOC's OnBase Administrator, updated members on testing of the custom release of OnBase 16 or an SP2 release coming soon rather than continuing to wait for OnBase 17. To work around the simultaneous upgrade of all sending OnBase systems in the state at the same time as CDR, Jethro described AOC's solution of running separate application server front ends for the current version and the new version. Local courts will be required to resubscribe to the central document repository (CDR) following their upgrade.

Stewart shared the outage statistics for document transfers since mid November. Karl reminded courts that CDR provides the geographically separate copy that permits local destruction of paper under ACJA 1-507, so the transfers must be reliable or paper destruction must stop. As a continuation to last meeting's discussion about OnBase security, Stewart mentioned that AOC is investigating a third-party add on to OnBase that severely restricts access to images in disk groups to prevent tampering and to keep ransomware from locking the image files.

Stewart ended by reviewing some upcoming tasks for obtaining a contract extension with DataBank and informed members that certain client license prices will likely increase, affecting the cost of annual maintenance based on those increased list prices.

DISCUSSION**KEY TOPICS FOR COT PRESENTATION JUNE 1**

Roundtable

Karl reviewed a list of likely topics for his update at COT for members to react to. The following additional items were mentioned:

- Technology implications of the recommendations by the task force discussing digital evidence used by courts.
- Budget squeezes in rural counties around the state affecting technology updates and maintenance payments.
- Additional bandwidth needs around the state as video becomes more prevalent for both court events and administrative purposes.
- The likely spread of the fine reduction model piloted in Yuma to the other rural counties as part of the *Fair Justice for All* initiative.

CALL TO THE PUBLIC

Karl Heckart

Stewart mentioned a couple of items for members to be aware of including the AZ Digital Government Conference May 31 and June 1 as well as the 2017 Cybersecurity Update CBT released last month by AOC Education Services. Alan Sparrow is the contact for those who want access to the CBT to use for local training. Karl mentioned that he would be delivering a security update to presiding judges in June, so technical resources need to brief them on their local posture beforehand to prevent bewilderment or shock. Hearing no further comments from members or the public, Karl entertained a motion to adjourn the meeting at 12:00 noon

TAC MEETING MINUTES

DRAFT

Upcoming Meetings:

June 1, 2017

AOC – Conference Room 119 (COT)

August 4, 2017

AOC – Conference Room 230

October 6, 2017

AOC – Conference Room 230

MEETING ADJOURNED

12:00 p.m.